

SMALL MANUFACTURER PURSUES ISO FOR FUTURE GROWTH

ABOUT PEAK MOTION. Peak Motion engineers and produces complex precision-machined parts for product development prototypes and short-run production of high-precision components and assemblies. Founded in 2010, the company is based in Clarence, New York, and has 10 employees.

THE CHALLENGE. Looking to attract new customers and ultimately grow revenue, company president Doug Weber believed that implementing an ISO 9001:2008 quality system would help Peak Motion both to grow sales and maintain quality and consistency in its production processes. Weber contacted Insyte Consulting, a NIST MEP affiliate, for assistance.

MEP CENTER'S ROLE. Insyte Consulting agreed to help Peak Motion establish the systems and procedures needed to satisfy the ISO 9000 quality standard, as well as develop a continuous improvement focus, improve responses to customers, and establish performance measures. Due to Peak Motion's small size and relatively short life, there were very few documents or procedures to work from. This proved to be a benefit as the company could establish better processes without breaking old habits.

Peak Motion established a quality management team and Insyte Consulting trained employees in the requirements and benefits of a Quality Management System (QMS). The company defined the processes required by ISO 9000 and established procedures that would help define and improve functions, keeping the documentation simple and straightforward for ease of use and maintenance. During the course of developing the system, employees stepped into key roles and provided valuable input into how the system should function.

The company selected one employee for internal audit training and initiated the audits. This provided an impetus for improvement actions, including investments in new technological equipment to enhance capabilities. Peak Motion addressed the findings quickly and efficiently and the system gained traction, with buy-in from all employees. The company was certified to the ISO 9000 less than nine months after beginning the process and anticipates a sales increase of \$5 million as a result of the improvements.

"We have added a second shift and are in the process of adding a third."

-Doug Webster, President

RESULTS



Anticipated sales increase of
\$5,000,000 over 5 years



Certified in less than **9** months
for ISO 9000



Purchased new equipment to
enhance capabilities

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